

Labor Relations Specialist

Knowledge, Skill, Ability, and Personal Characteristic Statements *Rating Results*

1	Knowledge of general principles, practices, and trends of employer-employee relations, public administration, human resources, business administration, and the Ralph C. Dills Act.
2	Knowledge of research and data collection techniques to ensure accurate collection of data for research and tracking activities.
3	Knowledge of research techniques (e.g., library, online/internet, etc.) to compile information for projects and assignments.
4	Knowledge of communication techniques for gathering, evaluating and transmitting information.
5	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure that written materials prepared and reviewed are complete, concise, consistent, and error free.
6	Knowledge of grievance and complaint procedures in order to effectively analyze and respond timely to grievances and complaints.
7	Knowledge of state management practices to effectively administer all labor relations policies, practices, procedures, etc., and to provide effective guidance to departmental personnel staff.
8	Knowledge of public sector personnel management system and practices in order to effectively prepare for bargaining and respond to employee and/or union grievances, complaints and disputes, and advise managers/supervisors on labor relations questions and issues.
9	Knowledge of negotiation strategies, tactics, and impasse procedures in order to effectively represent departmental management in the bargaining process.
10	Knowledge of the principles of management's rights (e.g., hiring, discipline, promotion, assignments, etc.), employee representation rights (e.g., rank and file, excluded, etc.), and unfair labor practices to effectively administer all labor relation policies, practices, procedures, etc.
11	Knowledge of the State and Federal labor laws applicable to the public sector to effectively analyze and respond to employee and/or union complaints and disputes and to advise managers/supervisors on labor relations issues.

12	Knowledge of available resources pertaining to public sector employer-employee relations to effectively administer all policies, practices, procedures, etc.
13	Knowledge of administrative procedures and practices for various dispute resolution hearings (e.g., CA Department of Personnel Administration, CA State Personnel Board, arbitration, unfair labor practice charges, etc.) to effectively support the interest of the employer.
14	Knowledge of decision-making techniques and processes to identify and make appropriate decisions from a variety of alternatives.
15	Knowledge of problem-solving techniques and processes to facilitate the identification and resolution of issues.
16	Knowledge of internet, email systems, and other personal computer functions and software applications and security policies and procedures to conduct work activities.
17	Knowledge of investigative techniques to prepare and resolve grievances, complaints, etc.
18	Knowledge of the principles and scope of collective bargaining and the collective bargaining process in the private or public sectors.
19	Ability to interpret and administer collective bargaining agreements (MOUs).
20	Ability to effectively handle complex or sensitive situations with professionalism, tact, and diplomacy in all labor relations matters.
21	Ability to use tact and diplomacy when dealing with the needs, problems, and/or concerns of others.
22	Ability to achieve resolutions of employee or union initiated grievances, complaints, and/or disputes.
23	Ability to work effectively with all levels of management to provide information and ensure department is in compliance with labor/management relations laws, policies, procedures, and/or collective bargaining agreements.
24	Ability to analyze various forms of data accurately to provide statistical and/or informational reports to management and/or control agencies (e.g., DPA, SPB, PERB, CalPERS, and/or DOF).
25	Ability to analyze data and present ideas and information effectively both orally and/or in writing.

26	Ability to conduct online research of various written and electronic materials using the internet and other electronic searching resources in order to obtain, compile and/or support information/data regarding labor relations activities, departmental policies and procedures and apply the information to current assignments and projects.
27	Ability to conduct forums for interactive learning among new managers/supervisors and confidential employee staff in order to provide bargaining/negotiation updates, information regarding labor relations laws, policies, procedures and collective bargaining agreements.
28	Ability to develop and present employer-employee relations' training programs for managers/supervisors and confidential employees to provide updated and standardized information.
29	Ability to read, analyze and logically interpret and apply appropriate laws, rules, regulations, and collective bargaining agreements.
30	Ability to plan, organize and conduct research, fact-finding and statistical work.
31	Ability to reason logically and creatively and utilize a variety of analytical techniques to resolve complex problems.
32	Ability to develop and evaluate alternatives and take effective and appropriate actions.
33	Ability to accurately obtain, evaluate, analyze and record facts.
34	Ability to prepare clear, concise and consistent reports, graphs, written correspondences, and/or statistical reports.
35	Ability to communicate, in writing, clearly, and concisely to audiences with varying levels of understanding.
36	Ability to remain unbiased when consulting and advising stakeholders on labor relations matters.
37	Ability to use good judgment and make sound decisions in critical situations.
38	Ability to establish and maintain cooperative working relationships with others and establish credibility with those contacted in the completion of projects and assignments.
39	Ability to achieve productive working relationships with union advocates and other departmental advocates.
40	Ability to gain and maintain the confidence and cooperation of those contacted during the course of work.
41	Ability to maintain confidentiality in highly controversial situations to preserve the integrity of labor relations issues and related matters.

42	Ability to maintain the confidentiality of sensitive and confidential information obtained through the course of completing assignments.
43	Ability to remain unbiased when evaluating and making recommendations for resolving disputes, complaints and employee grievances.
44	Ability to communicate verbally in a professional and effective manner with others to convey information and opinions in order to convince bargaining team members of appropriate strategy for delivering management's proposals.
45	Ability to present and defend management's positions to state control agencies, outside entities, unions, and other departments.
46	Ability to effectively communicate verbally and promote a cooperative atmosphere during challenging situations, such as when dealing with angry or hostile individuals or in emergency conditions, in order to convey information clearly and concisely, diffuse situations, and resolve issues to audiences with varying levels of understanding.
47	Ability to clearly and concisely explain strategies and results of bargaining session to executive management.
48	Ability to negotiate and/or compromise in a professional and courteous manner when dealing with individuals holding differing opinions and viewpoints.
49	Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
50	Ability to work independently on projects or assignments without close supervision or detailed instructions.
51	Ability to evaluate written materials (e.g. reports, correspondences, policies, procedures, press releases, etc.) and make recommendations for action based upon the documented data and information.
52	Ability to review and edit written materials (e.g. reports, correspondences, policies, procedures, press releases, etc.) for proper content, format, grammar, punctuation, and sentence structure.
53	Ability to write reports, correspondence, policies, procedures, press releases, etc. using proper English, grammar, punctuation, and sentence structure.
54	Ability to conduct research from various verbal sources such as interviews, classes, lectures, etc., to compile information and data and apply the information to current assignments or projects.

55	Ability to identify required data, information, materials, and resources needed to complete/perform a project, assignment, work tasks, address issues, evaluate program effectiveness, and/or serve as a basis for program/project-specific decisions.
56	Ability to use electronic mail software and applications to communicate with various audiences on matters related to various project and program issues.
57	Ability to use word processing software to prepare reports, memos, correspondence, and other job-related documents and materials.
58	Ability to use and operate a variety of basic office equipment such as, but not limited to, copiers, scanners, calculators, telephones, fax machines, and electronic communication devices in the course of completing assignments and projects.
59	Ability to determine and ensure confidentiality when using copiers, scanners, calculators, telephones, fax machines, and electronic communication devices to send and receive sensitive information.
60	Ability to facilitate meetings and discussions that ensures that the meeting and discussion stays focused on the intended topic and encourages active participation by all attendees.
61	Ability to serve as a liaison on behalf of assigned program or project when interacting with management, staff, internal and external stakeholders to provide program specific information, answer questions, and address issues.
62	Ability to develop and effectively utilize all available resources.
63	Ability to analyze data and situations accurately in order to determine and implement appropriate course of action.
64	Ability to apply critical thinking strategies to review data and present ideas and information.
65	Ability to understand oral instructions containing complex and technical information